MARKETBRIEF

Disaster Recovery for State and Local Governments

When natural or man-made disasters strike, state and local agencies are usually first on the scene. It is they who must meet the most pressing needs of their citizens and who have the most accurate view of the situation. If their communications systems do not work and they are unable to coordinate incident response and recovery with other officials, precious time – and even lives – can be lost.

Some of the most important disaster recovery work happens before the event: Planning for the unexpected and communicating that plan to the authorities affected by it. This Continuity of Operations Plan (COOP) helps those responsible respond quickly and effectively.

Once disaster strikes, responders or employees from a variety of state and local emergency response agencies need to communicate over different radio and communications systems. In large-scale incidents, federal agencies, public and private industry and nongovernmental organizations must also be considered.

To assure first responders can communicate, the National Preparedness Guidelines released by the Department of Homeland Security in September 2007 calls on state and local governments "to establish statewide interoperable communications plans." This should include, the guidelines say, "a continuity of operations plan for public safety communications including the consideration of critical components, networks, support systems, personnel and an appropriate level of redundant communications systems in the event of an emergency."

First responders must also coordinate their efforts so that police, fire, rescue and medical teams, as well as supplies such as food, clothing and shelter, are sent where they're needed most. If state or local government facilities have been disrupted, first responders will need rapid access to functioning information systems as well as to their data.

Among the information needed in the immediate aftermath of an emergency are the location of water sources for fire hoses, updates on which other emergency units have been dispatched to the scene, building and street plans and the location of hazardous materials or other special dangers at the site. The more quickly local officials can access critical information systems in the weeks and months after the emergency, the sooner they can restore normal government services.

Key Benefits:

How AT&T Aids Disaster Recovery:

- **Reliable voice, data and wireless communications**
- **VoIP (Voice Over IP) solutions that extend geographic reach and support continued voice communications even in the wake of an emergency that destroys a government facility**
- **Improved coordination among first responders**
- **Interoperable communication among emergency communication systems**
- **Rapid recovery from physical destruction of offices**

AT&T At Work: Delivering Emergency Health Information in Kentucky

On an average day, the Kentucky Telehealth Network helps improve the health care of citizens by providing them videoconference access to specialists in metropolitan hospitals. But within four hours of a natural or man-made disaster, the network can also be used to help medical personnel cope with a sudden flood of patients with urgent medical problems.

The network was launched in 2000 with the goal of providing rural patients access to care and providing training to health care professionals around the state. In the weeks after the September 11, 2001 attacks, the discovery of letters containing deadly anthrax spores caused concern among patients and uncertainty among physicians about how to treat possible anthrax cases.

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"We were right in the middle of cold and flu season," remembers Rob Sprang, co-project manager of the Kentucky Telehealth Network and director of the Kentucky TeleCare program at the University of Kentucky. "Anthrax poisoning presents itself as an upper respiratory problem, and doctors wanted to know if everyone walking into their offices coughing and sneezing should be tested for anthrax."

At Sprang's suggestion, the University of Kentucky hosted a teleconference for more than 400 physicians at 23 health care sites educating them on how to diagnose and treat anthrax poisoning. "It was very compelling and informative," says Sprang. "It calmed people's fears and taught them what they needed to know."

Sprang then worked with the state to create the Kentucky Preparedness and Response on Advanced Communication Technology program, or PROACT, which uses the capabilities of the Kentucky Telehealth Network to help medical personnel respond to public health disasters. It can be activated within four hours and can accommodate a total of 100 videoconferencing sites across the state.

PROACT was used in the wake of Hurricane Katrina in August 2005, as nearly 4,000 evacuees found their way to Kentucky, many of them requiring medical care. A videoconference on PROACT advised health and social service personnel across Kentucky on how to deal with the influx, authorizing local authorities to modify their procedures for qualifying the evacuees for Medicaid, food stamps and other social services, as well as advice on screening and monitoring them for water-borne health hazards.

The backbone for both the Kentucky Telehealth Network and PROACT is the Kentucky Information Highway, a high-speed telecommunications network operated by AT&T that runs on ultrafast fiber-optic cable in urban areas, and on point-to-point T-1 connections in rural areas. In some locales, it also makes use of AT&T's global MPLS (Multiprotocol Label Switching) network – a secure, proprietary sublayer of the Internet on which AT&T can prioritize traffic and easily route it around data bottlenecks to ensure smooth videoconferencing capabilities. AT&T also oversees the acquisition, installation and maintenance of all the video equipment connected to the Kentucky Telehealth System. "The Kentucky Information Highway is the infrastructure we depend on every day," Sprang says, "and it performs flawlessly."

AT&T: Trusted Provider

Few companies have more experience than AT&T when it comes to providing reliable service even in the midst of natural or man-made disasters. AT&T's networks, equipment and processes were all designed with the goal of providing non-stop, reliable service in all weather, in all parts of the country and to every type of user. AT&T operates the nation's largest wireless voice and data network, one of the world's most sophisticated communications network and 38 state-of-the-art Internet data centers worldwide. As the largest provider of local telephony services in the country, AT&T has been a prime provider of voice and other services to state and local governments for years. Its geographic reach allows it provide a consistent level of service to

government employees and citizens in even the largest jurisdictions. Its financial strength assures that AT&T can provide the products and services to which it commits throughout the entire length of the engagement, and has the resources required to overcome unexpected challenges.

Among the ways AT&T can help assure disaster recovery for state and local governments:

AT&T's audio, video and Web conferencing services make it easier and less expensive for officials in various levels of government and distributed geographies to plan, coordinate and practice emergency response measures before disaster strikes.

If a government office has been destroyed, users can continue to receive calls. AT&T Voice DNA℠ is a network-hosted VoIP solution that allows users or an administrator to reroute calls through a Web portal that is available through any Internet connection. Calls can be rerouted to another office, a home phone or even a cell phone. In addition, to arrange an emergency conference call, a user simply accesses the Web portal to instantly place a simultaneous call to as many as ten other phone numbers.

AT&T's offering of Federal Signal's Codespear(r) flagship product, SmartMsg, "enables interoperability among all UHF, VHF, Digital Band and HAM radio systems. This allows voice, data and video-based communications for wide-area alerting and data sharing among first responder agencies such as police, fire, EMS and hospital trauma center personnel regardless of communication device.

AT&T, using its strategic alliances, provides a continuity of operations application that uses the PIN addresses of wireless handhelds to maintain messaging abilities among them even if the wider communications infrastructure fails. This allows handhelds to act as emergency communication devices, and to store emergency response plans which can be accessed even if local or global networks are disrupted.

AT&T, through its strategic relationships, provides a self-organizing, location-aware communications, collaboration, command and control platform usable by any first responders with wired or wireless access to the Internet. This enables local and state governments to exchange information with each other, as well as with federal and private entities to better coordinate recovery efforts.

AT&T's Enterprise Recovery Services allow organizations to recover distributed systems, PC-based servers and/or mainframe servers at AT&T facilities and support more than 30 current and legacy platforms, as well sophisticated storage and network capabilities.

AT&T's Remote Vault℠ Service is an easy-to-use service that backs up data from PCs and servers using an agency's broadband Internet connection. After the data has been securely transmitted to an offsite location, it can be recovered to any location with an Internet connection.

Applications from AT&T solutions providers, running on equipment certified to work on AT&T's voice and data networks, can provide first responders instant updates on critical information about the situation around them and allow them to instantly communicate with other emergency personnel.

For more information contact your AT&T Representative or visit us at http://www.corp.att.com/stateandlocal/

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